

At **Blue Orchid Hotels** we recognize that at these unprecedented times the health, safety and wellbeing of your employees and our team come first. To provide reassurance and in response to government guidelines and our continued commitment to clients and employees we have implemented a range of measures to ensure a clean and safe home away from home.

PERSONNEL

- COVID-19 related policies have been created and communicated to all employees and training provided to include guidance on
 - Social distancing
 - Cleaning and disinfecting touchpoints
 - Use of Personal Protective Equipment
 - Handling COVID-19 symptomatic visitors, guests and coworkers
- Personal hand hygiene including hand washing and use of face masks
- Minimizing physical contact with others
- Employees with symptoms required to self isolate
- Enhanced cleaning protocols

RECEPTION

- Clear signage and floor markings in reception to ensure safe social distancing
- Labelled boxes for used key cards and pens for disinfection
- Partitions /screens for guest separation
- Cardless/cashless payment options via secure payment link to minimize face to face interaction
- Enhanced cleaning of reception and concierge desks with disinfectant
- Door handle sleeves provided to each guest

PUBLIC AREAS

- Enhanced cleaning of public touchpoints such as door handles, light switches, door knobs, elevator buttons, handrails
- Tables and seats in public areas, i.e. lounge bar, rearranged in compliance with social distancing guidelines
- Enhanced cleaning of public WCs with particular attention to frequently touched surfaces and objects
- Hand sanitizer, masks and disinfectant wipes are available in all public areas
- One person at a time allowed in the elevator, or if travelling together with a colleague, partner or family –allow all at once

HOUSEKEEPING

- Use of hospital grade disinfectants
- Sealed plastic bags for dirty linen, used PPE, used cleaning cloths and sponges
- Change of PPE for housekeeping team members after cleaning each room

GUEST ROOMS

- Enhanced cleaning with hospital grade disinfectant used for touchpoints
- Welcome pack containing disposable hand wipes
- Extra items in guest rooms such as cushions and other decoration have been removed
- Floor rugs removed
- Iron and ironing boards temporarily removed and provided on request
- Plastic sealable sleeves for remote controllers
- Disposable biodegradable cups and stirrers for tea/coffee making facilities
- Disposable bathroom amenities

FOOD AND BEVERAGE

- Boxed meals delivered to guest rooms
- Guest encouraged to pre-order food if required

GYM

- Guests advised to book a specific time slot for gym use
- Equipment disinfected between uses

FURTHER MEASURES

- Electrostatic sprayers
- Separate marked waste bins for PPE
- Tablets for check in (to be cleaned after each guest use)
- Perspex partitions for front desks
- Stain free disinfectant for bags of guests checking in
- Wall mounted disinfectants outside and inside main door entrance and deliveries entrance, in front of all meeting rooms and in front of elevators on each floor